

CHAPTER 34 – PROVIDER PUBLICATIONS

INITIAL IMPLEMENTATION DATE: Effective upon signature of Amendment #1
RFQVA 710000

As specified in the Qualified Vendor Agreement, 6.3.5.2, the Qualified Vendor shall provide to the Division for review all reports or publications (written, visual, and/or audio communications) which are intended for Division members or applicants for services funded or partially funded by the Division. The preceding sentence does not apply to communications directed to the general public or persons who are not members or applicants for services funded or partially funded under the Qualified Vendor Agreement.

Qualified Vendor Responsibilities

- A. Reports or publications requiring review by the Division include but are not limited to:
 - 1. Newsletters
 - 2. Flyers referencing the Division or Division services
 - 3. Fact Sheets
 - 4. Website Content
 - 5. Radio or TV Presentations
- B. The following information does not require review by the Division:
 - 1. Changes to office locations, hours, or phone numbers
 - 2. Information regarding staff (Staff Profiles)
 - 3. Links to resources on website
 - 4. Daily/Weekly Emails
- C. All submitted reports or publications must be in:
 - 1. Compliance with AHCCCS policy, Division policy, state laws, Provider Manual, and the Qualified Vendor Agreement.

2. An editable word document, not pdf; and,
3. 6th grade or below reading level.
4. Must include the following statement on printed material:

Under Titles VI and VII of the Civil Rights Act of 1964 (respectively "Title VI" and "Title VII") and the Americans with Disabilities Act of 1990 (ADA) Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975, *insert Qualified Vendor name here*) prohibits discrimination in admissions, programs, services, activities or employment based on race, color, religion, sex, national origin, age, and disability. The (*insert Qualified Vendor name here*) must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. Auxiliary aids and services are available upon request to individuals with disabilities. For example, this means that if necessary, the (*insert Qualified Vendor name here*) must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the (*insert Qualified Vendor name here*) will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy please contact: (*insert Qualified Vendor contact person and phone number here*) Para obtener este documento en otro formato u obtener información adicional sobre esta política, (*insert Qualified Vendor contact person and phone number here*)".

- D. Audio materials must include the script.
- E. The Qualified Vendor shall submit each report or publication to (DDDProviderPublications@azdes.gov) a minimum of 30 calendar days prior to the anticipated date of delivery or publication. The submission will include the following:
 1. Email address and phone number for the employee from the Qualified Vendor who can best answer questions regarding the publication.

2. The name of the Qualified Vendor agency as listed on its Qualified Vendor Agreement.
- F. If the Qualified Vendor does not receive a response by the 30th calendar day following submission to the Division, the Qualified Vendor may move forward with the publication.
 - G. If the Division expresses concern(s) with the information provided on the submitted report or publication, the Division will explain the concern(s) and the Qualified Vendor shall not move forward with the report or publication until the Division and Qualified Vendor have agreed upon a resolution of the concern. If the Division and Qualified Vendor are unable to resolve the concern, the Qualified Vendor may pursue review as provided in A.A.C. R6-6-2117.

Division Responsibilities

- A. Upon receipt of the draft report or publication from the Qualified Vendor, the designated Division employee will initiate the review as described above.
- B. Failure of DDD to comment on any submitted report or publication does not waive any subsequent action or constitute approval of the report or publication.